

Student & Dean Forum	LCF, Media & Communications
Dean:	Jessica Bugg, Annamarie McKie (Associate Dean)
Date:	Tuesday 30th December 2022
Reps in attendance:	Diala Abul-Nasr Bassatne, Dongha Kim, Lavanya Bettadapur, Viren Bhalla, Haley Paolini-Kennington, Robin Simon, Hanna Gudnadottir, Liv Treweeke, Matti Scicluna, Chyna Murray.
SU Team in attendance:	Lee Anderson (Education Quality Coordinator), Emily Sellon (Education Quality Coordinator)

Item #1: Update from Jessica Bugg

- University implemented a Student Experience Framework that coordinates all the work we're doing in terms of responding to survey data (e.g. NSS).
- We have implemented an Accountability Framework. We have prioritized Student Experience is our main focus and continuing to build on the work done last year in terms of embedding diversity and inclusivity across the courses.
- Professor Roni Brown is leading on this. Staff putting together detailed Action Plans to outline what they want to change, working with students and our own data to identify the top five aspects of the programmes that need to change.
- Accountability Framework is about holding each other to account across all departments and levels of the institution. Challenges at undergraduate level relate to organizational management, student voice and community.
- Students have been asking for more information on their contact hours, clarity on the different delivery modes (academic and technical).
- Using the traffic light system to reflect levels of Student Satisfaction, x 6 courses are in the Red framework and x 2 are in amber.
- We have identified where lower contact hours exist in key areas. There has been a review of these student contact hours in both technical, academic and open access contexts. We can now understand the whole picture, and have identified x2 courses where the mix of technical and academic delivery could be rebalanced for the benefit of students.
- Student Staff Ratios are being rebalanced in line with this project and this allows us to improve the contact hours for students, and rebalance the ratio of technical and academic time.
- Each of the courses has produced visualizations of the student journey as an infographic. These were used at the start of the term to help students understand how each of their courses and projects relate to each other.
- We have employed additional temporary Technical Staff to meet increased demand; working closely with James Montgomery to achieve some quick wins for students e.g. more kit requested for Illustration students, more materials for Design classes, mobile broadcast kits for Journalism.
- We're responding to the need for more Photographic studio access across the school. We now have a system in place whereby we use downtime (weekends and evenings) for students to use those spaces to document their work.
- We've been looking at the balance of HPLs (Hourly Paid Lecturers) and Special Lecturers; some of our courses have contracted large numbers of HPLs, but we now feel they would benefit from permanent staffing. We're allocating a budget to convert some of these roles into more permanent posts for relevant courses.
- We're reviewing the theoretical frameworks for dissertation projects. Our school is very diverse, there are a lot of different disciplines that come under our

ITEM #2: Question to Reps from Jessica Bugg:

Are students feeling these changes and developments across the college?

Reps:

- I have noticed the BA fashion photography has a new visual layout of the term. This additional clarity has reduced the number of students asking questions. I think everyone understands everything better.
- Great to hear about the request for Ipads for Fashion Imaging and Illustration.
- **Question:** Sometimes it is quite hard to access studios. The current system is that students can book them anytime and other classes can book one-week in advance. Will this system stay the same?

Jessica Bugg

- **Answer:** We are putting changes in place so that it's easier for other students to hire kit out and set up in other spaces. Everybody will now have access to the opportunity for shooting their work in this studio.

Reps:

- **Question:** Does this apply to Hair & Makeup for fashion? Students on this course greatly benefit from access to studio spaces, particularly in our third year, when we are asked to produce high quality images.

Jessica Bugg:

- **Answer:** The Hair and Makeup course isn't part of this framework. Student feedback suggests satisfaction on this course is already very high. Nevertheless, we will always work to ensure that we can grant access to the spaces for other courses *where possible*. We have to respect the fact that some courses have more need at key times throughout the year, so it's a balancing act. We'll keep you in the loop about this and hope we can make use of the downtime in the space to support other course needs.

Reps:

- **Question:** Students need more paper in the draws in the illustration spaces. We have been told by the university that this is a sustainability issue. But it's already at the point now in which we are drawing on the back of recycled materials. Is there anything else that can be done?

Jessica Bugg

- **Action:** I will raise this with your Programme Director and get him to update you on what is happening with this. There is funding ring fenced for materials, so we can work together to figure out how to best allocate that.

ITEM #3: Challenges with communication

Reps:

- Communication between academics and technical staff, and between staff and students, is an ongoing issue. Some tutors give contradictory feedback to students on the same piece of work. There is also a problem with communication in terms of timetabling.

Jessica Bugg

- One area in the Costume Action Plan is to do with communication. Through the pandemic it dropped significantly. I have met with the Technical and Academic teams to talk about this issue; we spoke to everyone about the confusion the students are feeling and we were aware that the academic and technical teams are working in separate buildings. We want to increase the visibility of both teams so they are in better communication and open up more lines of communication. With regards to contradictory feedback to students work from different academic staff: the Unit Leader needs to be responsible for framing the project and there needs to be clear overall learning outcomes for the purposes of assessment. Always refer back to your Unit Leader if there is any doubt or ambiguity about these things.

Reps:

- I think it's less about the units themselves and more about general communication. Because email wise it is a big problem when talking about workshops and classes.
- **Proposal:** Could there be a centralized, online platform for consolidating and gathering together all the different types of feedback?

Jessica Bugg

- All students should start to notice more co-delivery at key points between the Academic and Technical teams. They will be in the room together, alongside the student, to agree the next steps with them and what is feasible. There will be a joined up conversation and that will make a difference. Students also need to capture and record their own tutorial conversations. **Question:** What are the issues with scheduling and Moodle?

Reps:

- **Answer:** It's mainly an issue in our second year. Announcements would only happen on Moodle but not in email. Sometimes lessons would be timetabled and then we would be sent an email the day before it, rescheduling it at the last minute. There is confusion over the different platforms being used and they are not always being used consistently.

Jessica Bugg:

- The ultimate source of truth is Moodle. We know students and staff struggle with the sheer amount of email traffic they receive. Let me know if some things keep cropping up. Do raise these issues with Dongha and Katwamba (School

ITEM #4: Update on the move to Stratford campus

Update from Annamarie McKee (Associate Dean):

- There is a Student Engagement Plan across the college.
- Activity will be ramping up in early 2023 as we get closer to the relocation date. We are sending out information in the Student Newsletter.
- We are rolling out an opportunity to get students involved in Focus Groups, across all three schools, the dates for these should have already been shared with students.
- There is a Fashion Moves East presentation and FAQ. Our head of college will talk through the new building and what it will involve for the benefit of students.

Reps:

- **Question:** Do we have an idea when equipment will be heading out of Lime Grove? Will this be an all at once thing or gradual? Also is it happening over the summer or whilst we're still in? Asking specifically for final project making and graduate show?

Jessica Bugg

- **Answer:** On the 1st July 2023, equipment will start to move out of our existing buildings and into Stratford. MA students will relocate to JPS Mare Street and undergraduate students won't be affected, because this will take place during the break. Academic staff will move into the building on 21st August 2023, and students will return in September 2023.

Reps:

- I hope that at the end of the academic year before the move, it will be ensured that no resources, times, or spaces are being compromised due to the move
- **Question:** What are the photography studios like at the new site? How many are there? (if we know at this point)

Jessica Bugg

- I think it's the same as what we have currently. **Action:** I will double check this and confirm with you.

Other Items

Reps:

- **Question:** Regarding the kits - We hardly use the make-up products we bought ourselves, because we told so at the start of the course, and this feels wasteful. We need to spend £300 per project for prosthetic materials.

Jessica Bugg

- **Answer:** There are scholarship places available and we also buy stuff in, but it's never quite enough. We need to work together on this to work through what a solution looks like; there might be other ways of solving this problem, such as sharing practice across courses and engaging more with students from high-cost courses. **Action:** Lets pick this up following this meeting and find some solutions.

Actions:

- Jessica Bugg to set up follow-up meetings with Dongha and Reps about finding solutions to accessing kits and materials on high-cost courses.
- Jessica Bugg to confirm the total number of Photography Studios at Stratford campus and update Reps.
- Jessica Bugg to send an update, via Programme Director, to Reps about access to paper and ongoing issues with sustainability in this context.